



Home&Family Management Solution

User Manual

Version 2.5

October 2012



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The information included in this document is subject to change without notice.

For more information, please contact:

We.R, Home&Family Management Solution

12 Sderot Abba Eban Street

Ackerstein Towers Bldg. D, Flr. 6

Herzliya Pituach

46120 Israel

www.essence-grp.com

Table of Contents

Welcome.....	5
1 Control Panel Hardware Setup.....	7
2 We.R System Registration and Remote Access	8
2.1 Registration – Web Only	8
3 Acquire a We.R Mobile Application - Web	12
3.1 Mobile Smartphone.....	12
3.1.1 Access the We.R System Remotely	12
4 Manage the We.R System	13
4.1 Manage Users - Web	13
4.1.1 Viewing System User Information - Web.....	13
4.1.2 Adding a New User to the System - Web	13
4.1.3 Removing a User from the System - Web	14
4.1.4 Editing a User's Details - Web	14
4.1.5 Settings (Master Users Only) - Web	14
4.2 Manage Devices – Web	14
4.2.1 Viewing Information about Devices in the System.....	15
4.2.2 Adding a New Device	15
4.2.3 Adding a New Key Fob Device	15
4.2.3.1 Wizard Dialogs for Adding a Device	16
4.2.4 Removing an Existing Device	18
4.2.5 Editing the Details of an Existing Device	18
4.2.6 Device Status.....	18
5 Key Fobs Functionality.....	19
5.1 Buttons and Indicators	19
5.2 Manage Histories - Web	20
5.2.1 Viewing Device Histories - Web	20
5.3 Manage Histories – Mobile	21
5.3.1 Viewing Device Histories - Mobile.....	21
5.4 History Filter.....	21
6 Management through the Dashboard - Web	22
6.1 Dashboard - Web	22
6.1.1 Viewing the We.R System Web Dashboard.....	22
7 The Alarm Management (Web/Mobile).....	23
7.1 Arm	23
7.2 Force Arm	23

7.3	Disarm.....	23
7.4	Handling an Alarm.....	24
8	Look-in Video	24
8.1	Look-in Video - Web	24
8.2	Look-in Video - Mobile	25
9	Hardware Mounting	25
9.1	Mounting/Dismounting a Indoor Photo Detector (IPD)	25
9.2	Mounting/Dismounting a Motion Detector (PIR)	26
9.3	PIR and IPD Operational Modes	26
9.4	Mounting/Dismounting a Window or Door Sensor	26
9.4.1	To Mount the Sensors	27
9.5	Mounting/Dismounting an Indoor Siren	27
Appendix A	Power Up Devices (Peripherals)	29
Appendix B	Troubleshooting.....	32
Appendix C	Technical Specifications.....	33
Appendix D	Frequent Asked Questions	39
D.1	Control Panel	39
D.2	Magnet Detector (MGL)	42
D.3	Indoor Photo Detector (IPD) / Motion Detector (PIR)	44
D.4	Siren (ISN).....	45
D.5	Key Fob	46
D.6	Web / Smartphone Application	47
D.6.1	Web application.....	47
D.6.2	Smartphone application (iPhone / Android).....	49
D.7	Best Practice.....	50
D.7.1	Icons	50
D.7.2	Web application browser visibility	51
Appendix E	Port Checking	52
Appendix F	Enable the Telnet Program in Windows 7	54
Appendix G	Owner Recorded Information	55
	For More Information	55

Welcome

This manual is designed to assist you in installing and using your We.R® system, Essence, Home&Family Management Solution.

After reading this user-friendly manual, you will be able to use a web browser, mobile phone or key fob to monitor and secure your premises with state-of-the-art motion detection, image capture and window/door sensors.

Best Practices

- Do not insert batteries into devices until instructed to do so. Inserting batteries into devices in the proper order ensures that the different elements of the system are recognized by the system in the correct sequence.
- In order to ensure proper installation and operation, place the Control Panel at least 1 meter away from the other We.R system components. There are two types of components; the Control Panel and the peripheral devices (devices that are alarm triggers). Throughout this book, peripherals may be referred to as devices.
- Keep the system components away from wet, hot & humid environments.
- Temperature ranges:
 - ◆ Devices with Alkaline battery
 - Storage Ambient Temperature range: -20°C - 50°C
 - Operating Ambient Temperature range: 0°C - 50°C
 - ◆ Devices with Lithium battery
 - Storage Ambient Temperature range: -20°C - 60°C
 - Operating Ambient Temperature range: -5°C - 50°C

What's in the Box?

The We.R system contains the following:

Product	Description
 Control Panel	Manages your We.R system network consisting of detection devices and siren. The Control Panel is also the source of all notifications and data streaming.
 Motion Detector (PIR)	A battery-operated passive infrared smart detector.
 Indoor Photo Detector (IPD)	A battery-operated motion detector/camera. Images are transferred to the server where they may be accessed via PC or Smartphone.

Product	Description
 Key Fob	A battery-operated arming / disarming tool. Additionally, provides system status notification.
 Indoor Siren	A battery-operated siren that emits a loud sound to deter intruders and alert others.
 Window / Door Sensors	A battery-operated magnetic sensor placed on a door or window.
 Electrical cord with USB connector	Control Panel power cord.
 Square Battery Pack (M8000BAT)	Control Panel backup power source.

Additional devices may be purchased from your local distributor as needed.

Prerequisites

Before starting the We.R system installation and setup, have the following readily available.

- PC with web access and an up-to-date browser (Microsoft® Internet Explorer™ 7 or higher, Firefox 4™ or higher).
- (Optional) Smartphone for narrow, remote system management.
- Batteries: 10 AA Alkaline batteries. If you have purchased additional peripheral devices, additional batteries will be required.
- Small screwdriver

1 Control Panel Hardware Setup

Prepare your system for activation, The Control Panel must be activated and your system registered with the responsible party. To setup and activate the Control Panel, do the following:

1. Open the back cover of the Control Panel and find the barcode. The serial number of your We.R system is the last 8- alpha-numeric characters in the barcode. Record the serial number in Appendix G. The serial number will be required later in the system installation process.
2. (Optional) Insert the SIM card, face down, as illustrated below. Refer to the graphic representation, next to the designated SIM location, for further assistance.



Figure 1: SIM Card Placement

3. If the Control Panel will be using an Ethernet connection, plug the network cable in to the network socket on the back of the Control Panel, and then into a network socket on a wall.

If there is no internet connection available (via the Ethernet cable), the SIM card will be used as the primary connection between your system and an external environment.

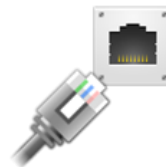


Figure 2 Ethernet Connection

4. Plug the power cable into the mini-USB port on the Control Panel and into an electric socket on a wall. The LED on the front of the Control Panel glows orange.
5. Insert the square battery, label up, into the back of the Control Panel. The battery lies on top of the SIM card. Verify that the battery contacts are touching.
6. Put the back cover of the Control Panel back, and place the Control Panel on a flat surface and wait for the LED in front to turn from orange to green before moving on to section 2 We.R System Registration.

The green LED indicates that the Control Panel is activated. It can take approximately 5 minutes for the LED to turn green. If the LED does not turn green after 5 minutes, see Appendix A: Power Up Devices (Peripherals).

2 We.R System Registration and Remote Access

2.1 Registration – Web Only

Registration is a onetime operation. Besides identifying your We.R system to the server via the cloud, it also allows you to define your method of mobile communications.

For subsequent *sessions* (accessing the We.R system management software) just enter your login information (email address and password) and click Login.

1. From a web browser go to the We.R web application (as specified by your service provider):

The Welcome screen is displayed, see Figure 3.



Figure 3: We.R System Welcome Screen

2. If prompted, install the Microsoft® Silverlight™ web application framework from:
<http://silverlight.net>.
3. Without entering any information in the Email and Password fields, click **Register**. A roll down menu appears.

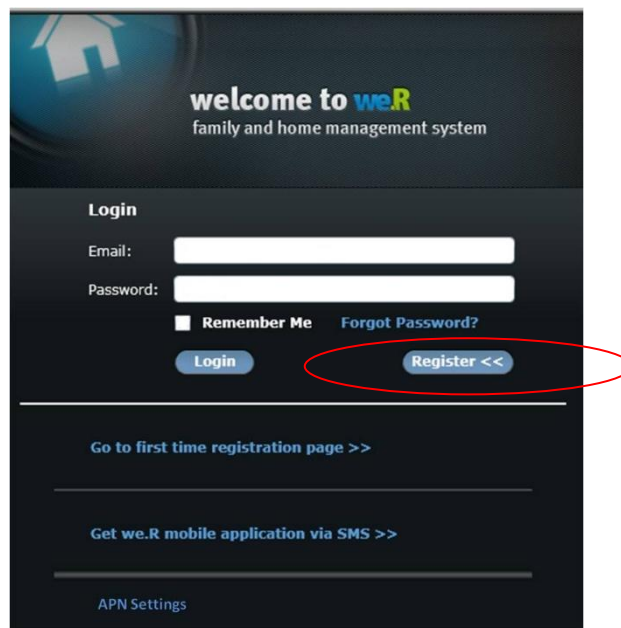


Figure 4: We.R Welcome Screen with Roll down Menu

4. Click on the relevant roll down menu as follows:

- (Required) Click **Go to first time registration page**. The Serial Number Registration screen is displayed, see Figure 5.

Enter the 8-digit serial number recorded earlier, see Appendix G .

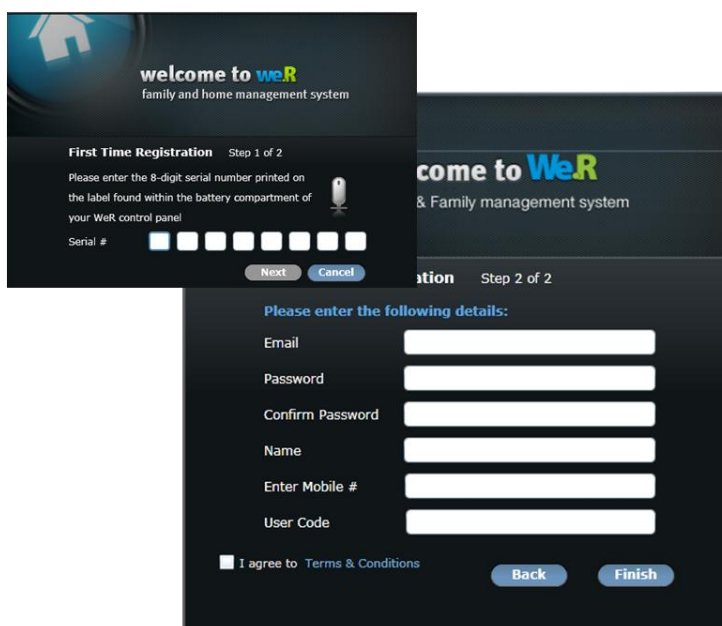


Figure 5: Serial Number Registration Screen and Follow-up Screen

Click **Next**. Enter your personal details:

Email: Where system notifications are sent. This address is also used for subsequent session logins, see Figure 3.

Password: Required information for subsequent session logins. The password must have a minimum of 6 characters. The password must

be confirmed in the following field. Without the password, you will not be able to access the We.R web application.

Name: The name that will identify you on the screen.

Mobile #: (including country and area codes) where system notifications are sent.

User code: The We.R application installed on a Smartphone requires a four number user code.

- If the Control Panel LED continuously flashes green or orange, it because your SIM card APN has not been recognized. Contact your mobile operator and verify the APN information. Then click **APN Settings Registration**. The APN Information screen is displayed.

Alternatively, from within the application browser, click the Settings button at the top right of the screen.



Figure 6: Settings Command Button



Figure 7: APN Information Screen

Enter the relevant criteria you received from your mobile operator and manually set the Control Panel protocols via SMS.

Country: The location of your mobile operator.

Operator: The name of your mobile operator.

APN: The APN address provided by the operator. If the relevant operator does not appear in the list of mobile operators accessed from the Operator field, ask your operator for the APN and type it in this field. The Country and Operator fields will remain blank.



Figure 8: APN Information Type and Not Selected

APN User: A read-only field where the content is determined by the Operator selection.

APN Password: A read-only field where the content is determined by the Operator selection.

Control Panel SIM card phone number: The phone number assigned to the SIM card that is placed in the Control Panel. The number must include the international format <country code><area code><phone number> sample: 14035554567.

Control Panel serial #: The manufacture assign serial number of the Control Panel. The number can be found in the battery compartment of the panel.

After completing the APN Information screen, click **Send SMS to Panel**. The information is relayed to the Control Panel and the login screen is displayed. This may take approximately 15 minutes.

Time Zone tab: Provides access to the TimeZone field.

TimeZone: The time zone where the user is located.



Figure 9: APN Time Zone Information

Click **Save**. The previous screen is displayed.

3 Acquire a We.R Mobile Application - Web

3.1 Mobile Smartphone

To manage your system remotely via a Smartphone, do the following:

- For an iPhone, go to the apple store and download the We.R application.
- For an Android Smartphone, go to Android Market and download the We.R application.

3.1.1 Access the We.R System Remotely

Select the We.R application and identify yourself to the system with your 4-digit application code.

After verifying your identity, the mobile application allows you to perform following actions:

- Manage and control the system (Arm/Disarm)
- Get event notification via push messaging
- View the system's event history including video events
- Add/Delete users from the system
- Operate a comfort service (make video observations via the In Door Photo detector)

4 Manage the We.R System

4.1 Manage Users - Web

4.1.1 Viewing System User Information - Web

1. Log in to the We.R system.
2. From the Menu bar in the We.R screen, click Users. The Users screen is displayed. See Figure 10.



Note: Only a user of type Master may add or Remove other users from the system.

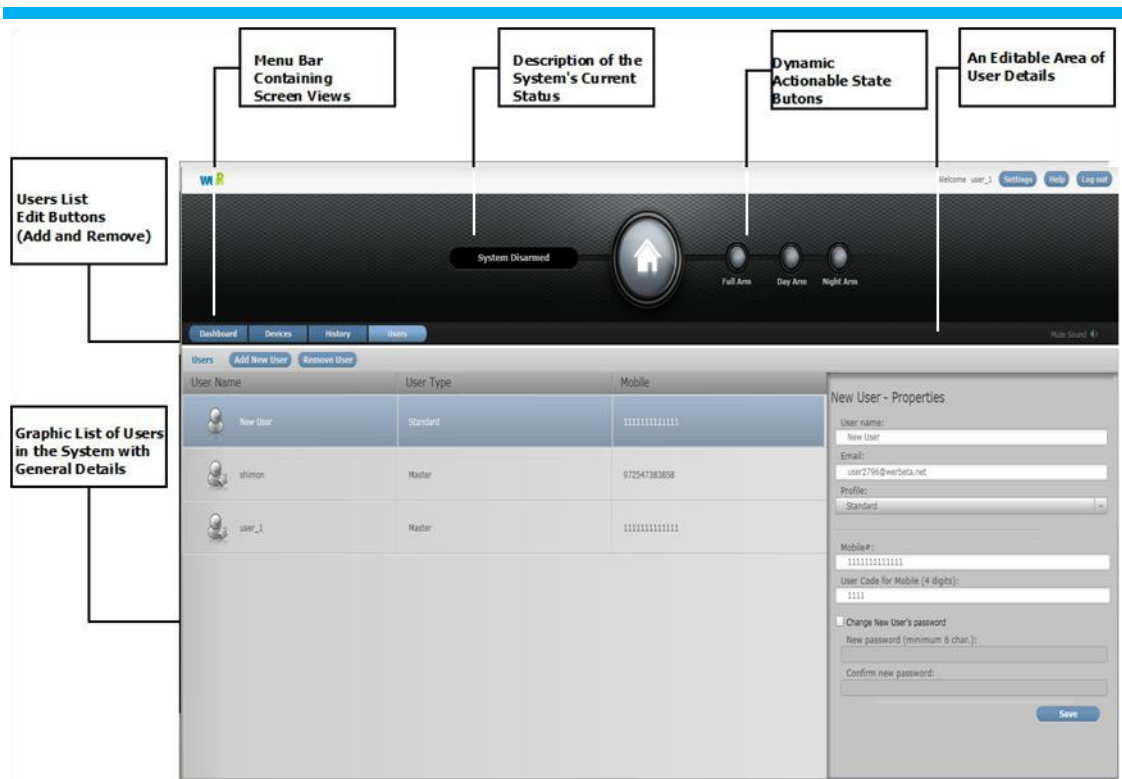


Figure 10: Users Screen

4.1.2 Adding a New User to the System - Web

1. Click **Add New User**. A New User row is added to the list.
2. In the New User information area to the right of the list, enter the new user's information. All field are required:

User name: The name that will identify the user on system screens.

Email: Where system notifications are sent. This address is also used for subsequent session logins, see Figure 3.

Password: A unique password, containing 6 or more characters. The password in conjunction with the email address allows the new user to enter the system.

Profile: The profile assigned to the new user. The profile determines accessibility to system features. The profile types available are:

Master: Administrative privileges and full access to system features.

Standard: Access to system features, but not administrative features.

Mobile # (for mobile phone usage): Where system notifications are sent. The user's mobile phone number must include country code and number-digits only.

User code: A unique 4-digit number required to enter the We.R Mobile application.

Password: Required information for subsequent session logins. The password is used in conjunction with the email address and must have a minimum of 6 characters. The password must be confirmed in the following field. The password is masked and not visible to any user.

The new user may change the password at any time via the **Change password** checkbox.

3. Click **Add**. The user is added to the system.

4.1.3 Removing a User from the System - Web

1. Select a user from the User list.
2. Click **Remove User**. The user is removed from the list and no longer has access to the system.

4.1.4 Editing a User's Details - Web

1. Select a user from the User list.
2. In the User information area to the right of the list, edit the relevant fields.
3. Click **Save**. The user information is updated.

4.1.5 Settings (Master Users Only) - Web

If the Control Panel has a SIM card and the panel has connectivity issues with the service provider platform (the Panel LED is Orange and does not turn green), do the following:

- Verify that there is GSM connectivity in the Control Panel area.
- Change the APN (Access Point Name) information manually, via the Register Roll down menu APN Settings item. Consult your mobile operator for the correct APN information.



Note: Where the We.R system only uses an APN connection via the Control Panel's SIM card, it may take 15 minutes for the Control Panel to connect to the We.R server.

4.2 Manage Devices – Web

Devices are managed from the We.R Web application only.

4.2.1 Viewing Information about Devices in the System

1. Log in to the We.R system.
2. From the Menu bar in the We.R screen, click Devices. The Device screen is displayed, see Figure 11.

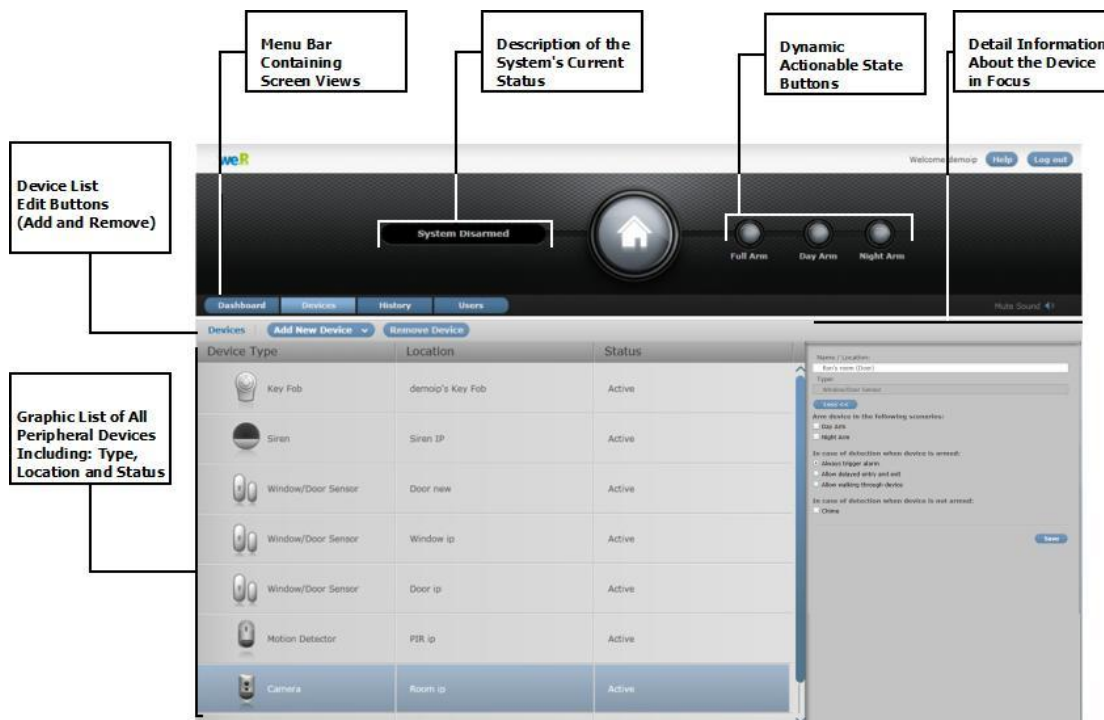


Figure 11: Device Screen

4.2.2 Adding a New Device

Before adding a device to your system, have batteries for the device on hand. You may also want to refer to Appendix A: Power Up Devices (Peripherals) to get familiar with accessing the battery compartment of the device you are going to add.

1. Click **Add New Device** and select the type of device that will be added from the roll down menu. A wizard guides you through the process.

You have 3 minutes to complete the wizard instructions (click Save) before the wizard times out.

2. Follow the instructions and enter the relevant information in the wizard dialogs. After the device has been successfully added to the system, a dialog indication that the device has been added is displayed.

If time expires before you are able to finish adding a device, take out the battery and start again.

4.2.3 Adding a New Key Fob Device

Before adding a Key Fob to your system, have batteries for the device on hand and verify that the user, who will be assigned the Key Fob, is in the system. You may also want to refer to Appendix A: Power Up Devices (Peripherals) to get familiar with accessing the battery compartment of the Key Fob.

1. Click **Add New Device** and select **Key Fob** from the roll down menu. A wizard guides you through the process.

You have 3 minutes to complete the wizard instructions (click Save) before the wizard times out.

2. Follow the instructions and enter the relevant information in the wizard dialogs. After the Key Fob has been successfully added to the system, a dialog indication that the Key Fob has been added is displayed.

If time expires before you are able to finish adding the Key Fob, take out the battery and start again.

4.2.3.1 Wizard Dialogs for Adding a Device

The We.R wizard for adding devices to your system consists of the following dialogs. Follow the instructions and click **Finish** in the last dialog to complete the process. This section compares the monitoring device dialogs with the Key Fob device dialogs; as you will read the variations are based on the nature of the device.



Figure 12: Key Fob Wizard Dialog - 1



Figure 13: Monitor Wizard Dialog - 1

The Key Fob Wizard Dialog – 1 (Figure 12) varies slightly from the Monitor Device dialog (Figure 13). In the Key Fob Wizard Dialog – 1 you select a Key Fob owner from the Browser list. The clock starts after the selection.

The perspective owner must already be in the system to appear on the list of available users.

In the Monitor Device dialog, the clock starts as soon as the dialog is displayed.



Figure 14: Key Fob Wizard Dialog - 2



Figure 15: Monitor Wizard Dialog - 2

In the second Key Fob Wizard dialog, you enter a descriptive name for the device (Figure 14). The Key Fob will be identified by this name on the system screens.

In the second Monitor Wizard dialog for all other devices (Figure 15), you specify the behavior of the device. The following list describes the various options.

- **Arming scenarios:** Use this feature to customize the We.R system to your unique needs. Associate the device to a partial arm scenario (day arm or night arm) by selecting the relevant checkbox. After an arming scenario has been determined, the device will be armed every time this scenario is selected.

To set the device behavior to full arm only, leave both checkboxes empty.

- ◆ **Day Arm:** Primarily used for childcare and safety, allowing you to monitor and protect zones when you, and members of your family, are at home. For example, monitor your medicine cabinet. Simply associate the medicine cabinet door sensor with the day arm scenario and activating this scenario while at home.
- ◆ **Night Arm:** Protect and monitor zones at night when you, and members of your family, are at home and asleep. For example, protect your front door, balcony and living room. Simply associate the relevant door sensors and motion detectors with the night arm scenario and activating this scenario.
- ◆ **Full Arm:** Protect and monitor zones when no one is home. For example, all entry point. Simply associate the relevant devices with none of the listed scenarios and activate this scenario (full arm) after the last person leaves the home.

Note: A device may be associated with both day arm and night arm scenarios.



By default, all devices are associated to the full arm scenario. For example by associating your front door sensor with night arm, the sensor will arm during the night scenario and the full arm scenario.

■ Detection behavior when armed:

- ◆ **Always trigger alarm:** Alarm will be triggered immediately after detection.
- ◆ **Allow delayed entry:** Alarm will be triggered after a predefined number of seconds in case of detection. This is generally referred to as a grace period. The grace period gives you time to disarm the system without triggering an alarm after entering the home.
- ◆ **Allow walking through device:** Works in conjunction with another device set to **Allow delayed entry**. For example, if a device (Device A) set to Allow delayed entry is triggered and afterward a device (Device B) set to Allow walking through device is also triggered, Device B will wait until after the Device A grace period before exercising its assigned trigger action. If the system is disarmed within the grace period, Device B will disregard its assigned trigger action.
- ◆ If Device B is triggered before Device A is triggered, Device B will perform its assigned trigger action normally.

■ Detection behavior when disarmed:

- ◆ **Chime:** When the system is disarmed, a device set to chime produces a doorbell-like sound when the device is triggered. When the system is armed, the device alarm action reverts to its primary assigned action.

4.2.4 Removing an Existing Device

1. From the Device screen, select a device in the Device list.
2. Click **Remove** Device
3. Confirm the action. The system no longer recognizes the device, and the device is removed from the list.

4.2.5 Editing the Details of an Existing Device

1. From the Device screen, select a device in the Device list.
2. In the Device information area to the right of the list, edit the relevant fields.
3. Click **Save**. The device information is updated.

4.2.6 Device Status

The system informs you regarding the current status of each recognized device. The status includes the following:

 - **Low battery:** Replace the batteries in the device. This warning first appears with approximately 2-months of power left in the device. It is advised to change batteries as soon after the low battery icon appears.

 - **Device has been tampered with:** The device is not working properly due to an environmental change i.e., something hit the device. A robbery or striking the device hard enough to stop it from functioning is not an environmental event.

 - **Lost of network connection:** The connection between the device and the Control Panel was lost. This may occur when the device is out of RF wireless range of the Control Panel, or if the batteries have been removed from the device.

A device status is presented in the Dashboard screen and on the Device screen.

5 Key Fobs Functionality

5.1 Buttons and Indicators

The Key Fob is a personal remote control device that allows you easy access to basic We.R system features.

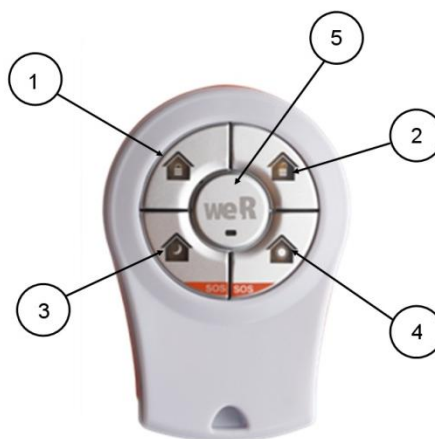


Figure 16: Key Fob Face

Table 1: Key Fob Buttons and LEDs

No.	Description
1	Full Arm button and LED
2	Disarm button and LED
3	Night Arm button and LED
4	Day Arm button and LED
5	Status button and LED
3+4	Sends an SOS to users in the system

The table below summarizes the possible states of the LEDs.

Table 2: Key Fob LED States

LED	Status	Description
Status	On ● Red – short duration	Quick Press on Status Button: The LED representing the current state of your system glows. If the Status LED flashes after pressing one of the other buttons, the battery in the Key Fob is low.
Disarm	On ● Red – short duration	System disarmed
Night-Arm	On ● Red – short duration	System is partially armed according to the night scenario
Day Arm	On ● Red – short duration	System is partially armed according to the day scenario
Full Arm	On ● Red – short duration	System is fully armed
All LEDs	● Red - Flashes 5 times	Alarm has been triggered, a break-in is in progress.

5.2 Manage Histories - Web

5.2.1 Viewing Device Histories - Web

1. Log in to the We.R system.
2. From the Menu bar in the We.R screen, click **History**. The History screen is displayed, see Figure 17.

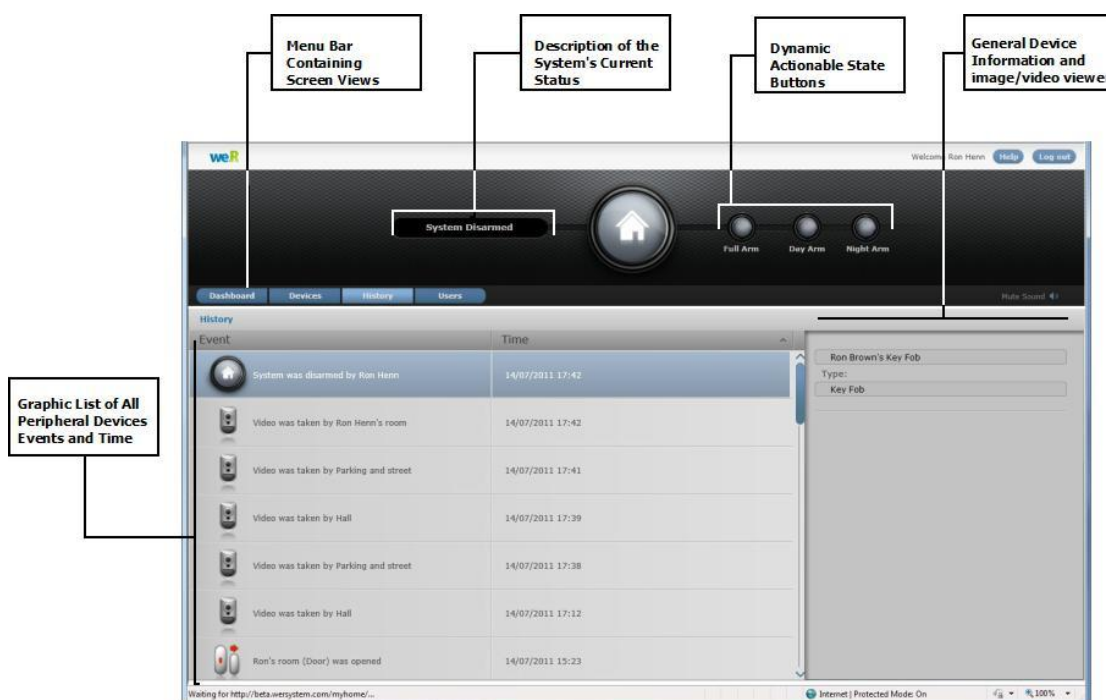


Figure 17; History Screen on the PC

The History screen lists a history of all devices in the system; the current status of the system is listed above the Menu bar. This is a passive screen no action may be taken from the list, though you do have the ability to view images and video be taken on a selected device.

5.3 Manage Histories – Mobile

5.3.1 Viewing Device Histories - Mobile

On the Main Status screen of the We.R Mobile application, click **History**. The device histories appear in a scrollable list.

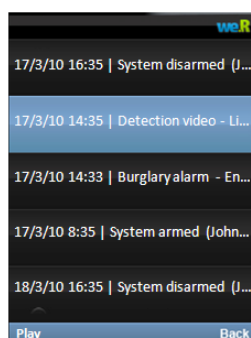


Figure 18: History Screen on the Mobile

Select a camera device and click **Play** to view the image that caused the event. Click **Back** to return to the scrollable History list.

5.4 History Filter

The History list in both the Web and Mobile application contains the last series of

events. The filter mechanism makes searching the list more manageable. You can filter the History list by the following criteria: Date, Device name, User name, Event type. Filtering the History List

1. From the History screen, click **Filter**. A criteria list appears.
2. Select the criteria for your filter and click Refresh. The History list is filtered.

To return to an unfiltered list, click **History** again.

6 Management through the Dashboard - Web

The Dashboard screen provides a central location for key elements of your We.R system. The Dashboard is organized so that system information is easily accessible. When accessing your system, this most likely will be your primary screen.

6.1 Dashboard - Web

6.1.1 Viewing the We.R System Web Dashboard

Log in to the We.R system dashboard. The Dashboard screen is displayed, see Figure 19.

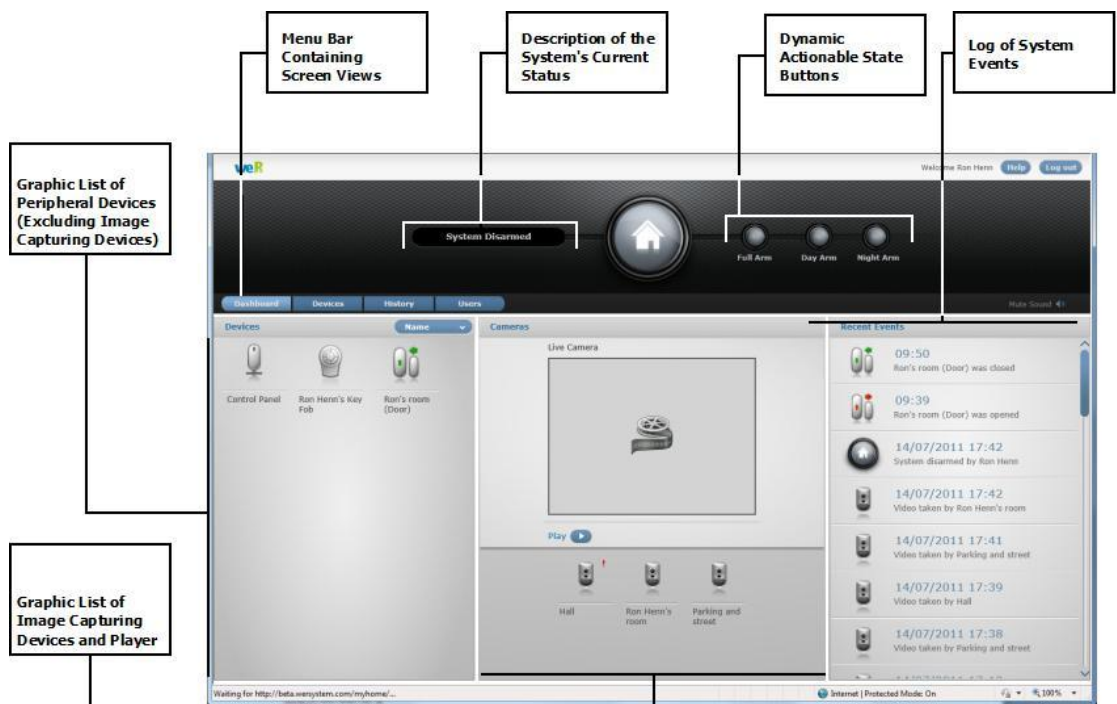


Figure 19: Initial Dashboard Screen

From the Dashboard you can see the following:

- A list of non-camera devices in the system.
- A list of camera devices in the system with a Look-in feature. The Look-in feature allows you to see images from the device in real-time.
- A list of history events organized by device trigger.

7 The Alarm Management (Web/Mobile)

The following subsections provide a side-by-side comparison of the We.R system Alarm Management bar (web application) and the Main Status screen (Mobile application). These displays show a text and graphic representation of the current status of your system, and include command buttons that allow you to change the status.

7.1 Arm

- When the system is disarmed, you can arm it by pressing one of the Arm buttons:
 - **Full Arm:** The system protects all zones. This will arm all of the monitoring devices on the premises and an alarm will be triggered by any detection.
 - **Day Arm:** The system protects and monitors designated hazardous zones. This scenario is used mostly for childcare and safety, allowing you to monitor and protect zones like medicine cabinet, swimming pools, basements, etc.
 - **Night Arm:** The system protects designated area on the premises from intruders. This scenario can arm, for example, only the front door, back door and balcony.



Figure 20: Web and Mobile Arming Buttons

- After the arming process is completed, the system status will be changed.

7.2 Force Arm

When arming the system, where one or more of the devices may be open (in case of monitored window/door), you will be notified about these devices and the system will allow you to perform a force arm. In this scenario, the opened device is bypassed.

7.3 Disarm

- After the system is armed, disarm it by clicking the Disarm button.



Figure 21: Web and Mobile Disarming Buttons

2. After the disarming process is completed, the system status will be changed to Disarmed.

7.4 Handling an Alarm

After your system is armed, an alarm will be triggered in the following scenarios:

- A monitored window/door is opened
- A motion was detected by the motion detector (PIR) or the Camera device (IPD).

After an alarm is triggered, you will receive an Alarm notification on your web application (if you are logged in) and on your mobile phone through the We.R Mobile application.

Upon receipt of an Alarm notification, you have the following options:

- ◆ **Watch Video:** View images from the IPDs installed on the premises
- ◆ **Detection Video:** View images recorded automatically by the IPD that detected the intrusion.
- ◆ **Stop Siren:** Alarm continues, but the siren is silenced.
- ◆ **Disarm:** Stop the alarm and disarm the system.



Figure 22: Web and Mobile Alarm Buttons

8 Look-in Video

8.1 Look-in Video - Web

1. On the Dashboard screen, in the center IPD area, select your IPD and click **Play**.
2. A 45-second video clip of the current view from the camera will run on your display.

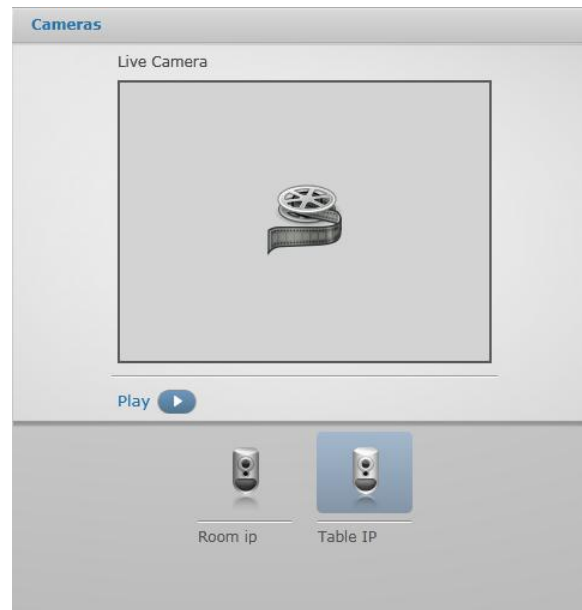


Figure 23: Look-in Video Viewer

8.2 Look-in Video - Mobile

On the main screen of the We.R Mobile application, click **Video**. The Take Video screen appears. Select the IPD device you would like to watch and click >. A 45-second clip of the current view from the camera will run on your screen.

9 Hardware Mounting



Note: When mounting all devices, attach the device to a surface that is clean, dry, flat and smooth.

9.1 Mounting/Dismounting a Indoor Photo Detector (IPD)

1. Peel off the mounting tape's protective covering to mount the IPD (spherical lens pointed down) on a wall, about 220 cm above the floor and at least 10 cm below the ceiling.
 - Place the IPD in a suitable location that does not face into sunlight or other strong light sources.
 - For optimal surveillance, the IPD should be placed in a position where it will capture images from a main point of entry.
 - Do not install the IPD opposite a window.
2. For detaching the device from the wall (in case of battery replacement or any other maintenance activity), press the white lock at the bottom of the device and slide the device downwards simultaneously.

9.2 Mounting/Dismounting a Motion Detector (PIR)

1. Peel off the mounting tape's protective covering to mount the Motion Detector (spherical lens pointed down) on a wall, about 220 cm above the floor and at least 10 cm below the ceiling.
2. Place the Motion Detector in a suitable location that does not directly face sunlight or other strong light sources.
 - For optimal surveillance, place the Motion Detector in a position where it will detect movement inside the home.
 - Do not install the Motion Detector opposite a window.
3. For detaching the device from the wall (in case of battery replacement or any other maintenance activity), press the white lock at the bottom of the device and slide the device downwards simultaneously.
4. The minimum detection period between 2 detections is 2.5 minutes. Within this interval, no new detections will activate the device.

9.3 PIR and IPD Operational Modes

The We.R system has 2 operation modes for PIR and IPD devices:

- **Walk Test Mode:** A test mode which occurs after the device powers up (insert a new battery) or after adding a new device (learning process).

The objective is to test the system functionality.

This mode lasts 10-minutes and during this time, the device will be sending an event to the Control Panel after detecting an even.

- **Normal Operation Mode:** After the end of the Walk test mode (i.e. after 10 minutes), enter Normal Operation mode. This mode saves battery power.

In this mode, the device will sleep for 2.5 minutes after a detection event. This means that the device will not transmit events to the Control Panel.

If during sleep mode, a second detection occurs within the sleep time, the sleep timer will reset to 2.5 minutes.

This process will repeat until there is no detection for an entire 2.5 minutes.

9.4 Mounting/Dismounting a Window or Door Sensor

Each window / door sensor has 2 components:

- A Magnetic Detector
- A smaller Magnet

9.4.1 To Mount the Sensors

1. Peel off the mounting tape's protective covering and mount the larger Magnetic Detector on the frame side of a door or window, see Figure 24.
2. Peel off the mounting tape's protective covering and mount the smaller Magnet on the surface of the door or window, opposite the Magnetic Detector.
3. Both devices have a "•" mark on the front. These marks must be aligned to each other and located at the same position and same height.
4. If required, due to installation constraints, it is possible to mount the Magnetic Detector on the surface of the door or window, and the Magnet on the frame-side of a door or window. A green LED indicates that the device elements are aligned and coupled. A red LED indicates that the device elements are out of range or misaligned (i.e. the door is open).

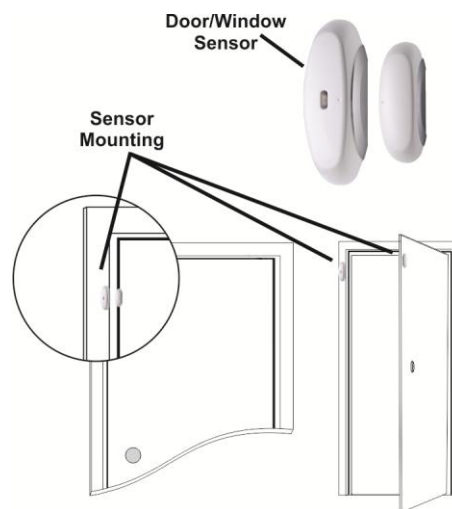


Figure 24: Window/Door Sensor Mounting Diagram

Best Practice

- The distance between the 2 components should be no more than 1-2 cm.
 - ◆ Ideal mounting locations are high up and out of reach.
- For a quick test after a magnet is fully installed:
 - ◆ Close the door / window – a Green LED glows, indicating a correct installation.
 - ◆ Open the door/ window – a red LED glows, indicating a correct installation.
- For detaching the magnetic detector from the surface of the door or window (in the event of battery replacement or any other maintenance activity), insert a coin or a screwdriver in the hole, at the side of the device, and pry the Magnet cover off carefully.

9.5 Mounting/Dismounting an Indoor Siren

1. Peel off the mounting tape's protective covering and Mount the Indoor Siren on a wall in a suitable location that will allow the alarm to be heard and act as a deterrent to potential intruders.

2. To detach the device from the wall (in case of battery replacement or any other maintenance activity) press the white lock at the bottom of the device and slide the device upwards simultaneously.

Appendix A Power Up Devices (Peripherals)

The following sub section should be referred to when adding devices to your system or replacing batteries in a device that is already part of your system.

A.1 Motion Detector (PIR)

An IPD functions as an image capturing device and motion detector.

1. Remove the mounting base and battery cover from the IPD.
2. Insert 2 AA batteries. For the next 10 minutes, the red light in the IPD may glow periodically as the device conducts a series of tests.
3. Replace the battery cover and mounting base.

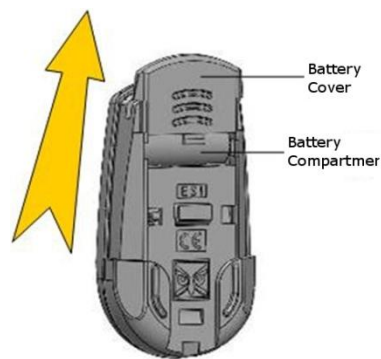


Figure 25: Mobile Motion Detector (PIR) Diagram

A.2 Indoor Photo Detector(IPD)

1. Remove mounting base and battery cover from the Motion Detector, see Figure 26 and Figure 27.
2. Insert 3 AA batteries. For the next 10 minutes, the red light in the Motion Detector may glow periodically as the device conducts a series of tests.
3. Replace the mounting base.

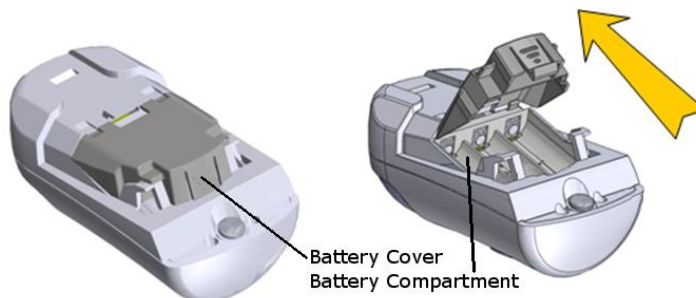


Figure 26: Indoor Photo Detector (IPD) Diagram – Battery Cover and Compartment

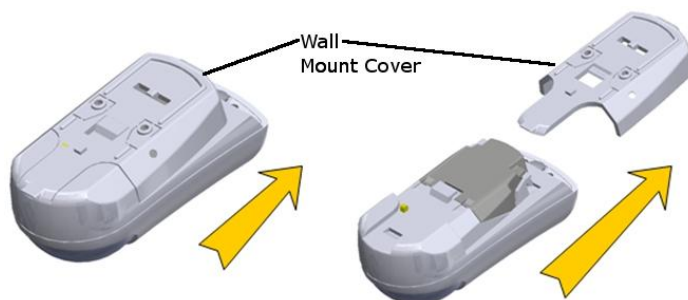


Figure 27: Indoor Photo Detector (IPD) Diagram – Wall Mount Cover

A.3 Indoor Siren

1. Remove the battery cover from the Indoor Siren, see Figure 28.
2. Insert 4 AA batteries. The siren provides an audio indication that it is operational.
3. Replace the battery cover on the Indoor Siren.

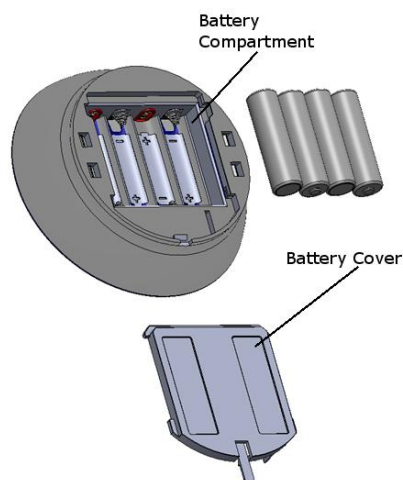


Figure 28: Indoor Siren Diagram – Battery Cover and Compartment

A.4 Window / Door Sensors

1. Gently open the Magnetic Detector battery cover, using a coin.

2. Insert 1 AA battery and then close the battery cover.
Repeat these steps for additional Magnetic Detectors.



Figure 29: Window / Door Sensors Battery Cover and Compartment

A.5 Key Fob

1. Using a small coin, rotate the battery cover ¼ turn (90°) counter-clockwise, until the two dots on the battery cover and the back of the device are aligned, and then remove the cover.



Figure 30: Key Fob Battery Cover

2. With the Battery side marked + facing up, insert the battery into the battery Key Fob.
3. Replace the battery cover, and using a small coin or screwdriver, rotate the battery cover clockwise until the two dots on the battery cover are in their original positions.
4. All LEDs flash twice to indicate that the battery has been successful installed and the Key Fob is recognized by the system.

Appendix B Troubleshooting

1. **Trouble Activating a Device:** If you have trouble activating a device within the system, ensure that the device is at least 1 meter away from the Control Panel. If that does not help, restart the system as follows:
 - a. Log out of the We.R application running on a web browser and/or mobile handset.
 - b. Unplug the Control Panel from the electrical socket.
 - c. Open the back cover of the Control Panel and remove the battery.
 - d. Wait a few seconds, and then replace the battery and the battery cover and place the Control Panel on a flat surface.
 - e. Plug the power cable back into the Control Panel. Ensure that the other end of the power cable is plugged into an electrical socket.
 - f. Wait for the LED on the front of the Control Panel to glow green before moving to the next step. (A green LED indicates that the Control Panel has completed the activation process, which can typically take about 5 minutes.)
 - g. Log in to the We.R system and try to activate the device again.
 - h. If the LED on the front of the Control Panel does not change to green, and using only cellular connectivity, place the Control Panel in a different room, to improve the cellular network coverage.
2. If you have trouble adding a monitoring device to the system, it may be due to temporary radio interference. Wait a 10-15 seconds and repeat the "Add Device" procedure again.
 - a. If you have trouble adding a Key Fob device to the system. Remove the battery, press and hold the status button for 5 seconds and power up again.
3. When you have an Ethernet and a GSM installed on your Control Panel, you have a green LED and you receive a Web/Mobile notification that you need to manually set the APN settings.
4. If the Control Panel LED continuously flashes green or orange, it means that your SIM card APN has not been recognized. Contact your mobile operator and verify the APN information. Then click APN Settings. Select the relevant criteria you received from your mobile operator and manually set the Control Panel protocol via SMS.

Appendix C Technical Specifications

Physical Description	Control Panel	Size: H-41mm/ L-140mm/ W-75mm Weight: 165 grams
	Tag Reader	Size: Tag Reader H-25mm/ L-90mm/ W-90mm Size: Tag = 7mm/ L-42mm/ W-32mm Weight: Tag Reader 135 grams + 45 grams (batteries) Weight: Tag = 10 grams
	Indoor Photo Detector(IPD)	Size: H-60mm / L-123mm / W-60mm Weight: 160 grams + 45 grams (batteries)
	Motion Detector (PIR)	Size: H-50mm / L-114mm / W-60mm Weight: 90 grams + 30 grams (batteries)
	Key Fob	SIZE & WEIGHT: Size: H-10mm/ L-60mm/ W-40mm Weight: 25 grams (incl. battery)
	Indoor Siren	Size: H-40mm/ L-120mm/ W-120mm Weight: 150 grams + 100 grams (batteries)
	Window / Door Sensors	Detector = H-25mm/ L-72mm/ W-30mm Magnet = H-18mm/ L-52mm/ W-24mm Detector = 25 grams + 15 grams (battery) Magnet = 25 grams
Power	Control Panel	100-240VAC Wall charger + battery backup Prolonged operation time without an external power source 1,400mAH Li-polymer rechargeable battery

		5V DC power supply via mini-USB connector
	Indoor Photo Detector (IPD)	Long operation period (up to 36 months) 3 AA alkaline batteries Optional 5V DC power supply
	Motion Detector (PIR)	Long operation period (up to 60 months) 2 AA alkaline batteries
	Key Fob	Long operation period (over 24 months) based on estimated 10 actions per day One 3V CR2450 lithium battery Supports automatic over-the-air software upgrade programming and configuration
	Indoor Siren	Long operation period (up to 36 months) 4 AA alkaline batteries
	Window / Door Sensors	Long operation period (up to 24 months) 1 AA alkaline battery
	Tag Reader	3 AA alkaline batteries (only for the Tag Reader) Long operation period (up to 36 months)
Images	Indoor Photo Detector (IPD)	Captures color JPEG photos (up to 5 frames/second) Selectable Quality & Resolution: from 80x60 to 640x480 Illumination (for color photo capture at night or in low-light): Super-bright white LED VGA (640 x 480) pixel color CMOS camera Shooting Angle: 67° Shooting Range: up to 10m
Environment	Control Panel	Operating Ambient Temperature range -5°C - 50°C Storage Ambient Temperature range -20°C - 60°C Humidity: Up to 95% non-condensing

Hardware Mounting

	Tag Reader	Storage Ambient Temperature range: with alkaline batteries: -20°C - 50°C with lithium batteries: -20°C - 60°C Operating Ambient Temperature range: with Alkaline batteries: 0°C - 50°C with Lithium battery: -5°C - 60°C Humidity: Up to 95% non-condensing
	Indoor Siren	Storage Ambient Temperature range: with Alkaline batteries: -20°C - 50°C with Lithium batteries: -20°C - 60°C Operating Ambient Temperature range: with Alkaline batteries: 0°C - 50°C with Lithium battery: -5°C - 60°C Humidity: Up to 95% non-condensing
	Motion Detector (PIR)	Storage Ambient Temperature range: with alkaline batteries: -20°C - 50°C with lithium batteries: -20°C - 60°C Operating Ambient Temperature range: with alkaline batteries: 0°C - 50°C with lithium battery: -5°C - 60°C Humidity: Up to 95% non-condensing
	Key Fob	Operating Ambient Temperature range: -5° - 55° Celsius

		Humidity: Up to 95% non-condensing
	Window / Door Sensor	Storage Ambient Temperature range: with alkaline batteries: -20°C - 50°C with lithium batteries: -20°C - 60°C Operating Ambient Temperature range: with Alkaline batteries: 0°C - 50°C Humidity: Up to 95% non-condensing
	Indoor Photo Detector	Storage Ambient Temperature range: with Alkaline batteries: -20°C - 50°C with Lithium batteries: -20°C - 60°C Operating Ambient Temperature range: with Alkaline batteries: 0°C - 50°C with Lithium battery: -5°C - 60°C Humidity: Up to 95% non-condensing
Communication	Control Panel	Up to 600m RF range (open air) ECOP bi-directional radio protocol (on board) Modulation and Frequency: DSSS ,2.4GHz
	Tag Reader	Up to 500m RF range (open air) ECOP bi-directional radio protocol (on board) Modulation and Frequency: DSSS, 2.4GHz RFID band: ISO 14443A/MiFare, 106kbps, 13.56MHz Reader to Tag: 100% ASK.
	Indoor Siren	Up to 500m RF range (open air) ECOP bi-directional radio protocol

Hardware Mounting

		(on board) Modulation and Frequency: DSSS, 2.4 GHz
	Motion Detector (PIR)	Up to 500m RF range (open air) ECOP bi-directional radio protocol Modulation and Frequency: DSSS, 2.4 GHz
	Key Fob	End-to-End bi-directional ESI protocol Advanced radio supervision algorithm Up to 700m RF range (open air) Modulation and Frequency: BFSK , 868.3 MHz (Europe) or 916.5 MHz (US) Encoding: 32-bit ID, over 4 billion combinations Controls up to 4 electric appliances
	Window / Door	Up to 500m RF range (open air) ECOP bi-directional radio protocol (onboard) Modulation and Frequency: DSSS , 2.4 GHz
	Indoor Photo Detector	Up to 500m RF range (open air) ECOP bi-directional radio protocol (onboard) Modulation and Frequency: DSSS, 2.4GHz
Security	Control Panel	Data Security: AES encryption Unique electronic serial number
	Tag Reader	Up to 500m RF range (open air) ECOP bi-directional radio protocol (on board) Modulation and Frequency: DSSS, 2.4GHz RFID band: ISO 14443A/MiFare, 106kbps, 13.56MHz Reader to Tag: 100% ASK.
	Indoor Siren	Tamper Alarm – when the unit is tilted Data Security: AES encryption Unique electronic serial number

		Supports automatic over-the-air software upgrade programming and configuration
	Motion Detector (PIR)	4G DragonFlyEye™ technology Tamper Alarm – when the unit is tilted Data Security: 128bit AES encryption Unique electronic serial number Supports automatic over-the-air software upgrade programming and configuration Temperature compensation for the IR
	Key Fob	N/A
	Window / Door	Tamper Alarm – when detached from surface Data Security: 128bit AES encryption Unique electronic serial number Supports automatic over-the-air software upgrade programming and configuration
	Indoor Photo Detector	4G DragonFlyEye™ technology Tamper Alarm – when the unit is tilted Unique electronic serial number Data Security: 128bit AES encryption Pet immune lens Temperature compensation for the IR Supports automatic over-the-air software upgrade programming and configuration

Appendix D Frequent Asked Questions

This Appendix draws on the experience of We.R system experts. The information is presented in the form of tables.

The Symptoms & Solutions in this document are broken down by device type.



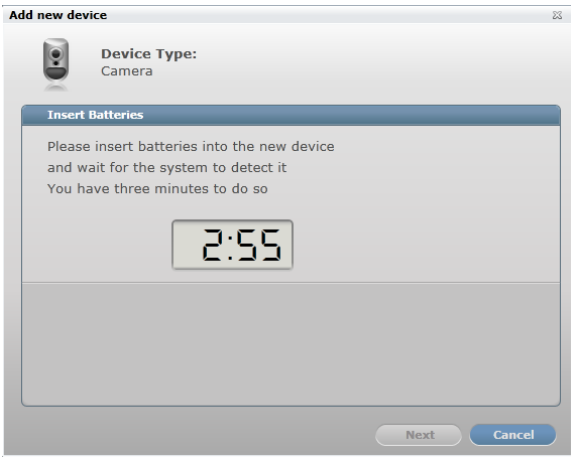
Note: In case an issue was not resolved by following the resolution instructions, contact customer support.

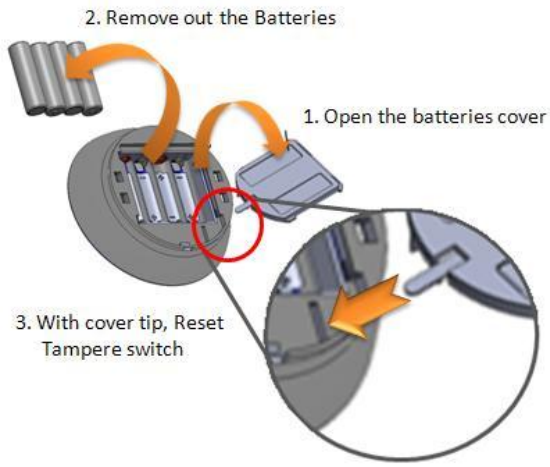
Before looking for specific solutions to a device issue in the tables below, see section D.7 Best Practice, on page 50 for possible quick resolutions.

D.1 Control Panel

Symptom	Solution
Initial attempt to bring the We.R system online fails and the Control Panel indication LED is OFF	In the Control Panel, check the battery power level. Check the battery connection wires Check power cable connection to the Control Panel and the power socket Verify that the power socket is live.
Status LED on the Control Panel is off (No Power)	Check the following: 1. Verify that the battery in the Control Panel is inserted correctly 2. Verify that the battery is charged 3. Verify that the main power supply cord is connected to the Control Panel and the power outlet  Electrical cord with USB connector 4. Verify that the power outlet is live

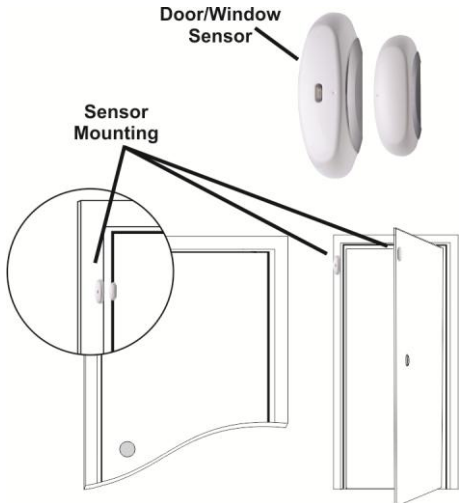
Symptom	Solution
Status LED on the Control Panel is orange (communication lost)	For Ethernet systems 1. Verify that the Control Panel is connected to the home network switch/router via the network cable. Use the network cable provided in the We.R kit only 2. Perform a verification test to ensure that your internet service is working properly. Connect your computer/laptop to the router/modem via the provided Ethernet cable. An indication that the internet is available should appear 3. Verify that your connection to the internet is a direct connection and not a dialup connection. If a Connection dialog appears on your screen after opening your browser, and the dialog requires a username password before establishing a proper connection, you are using a dialup connection. If you open your browser and your Home page opens with no connection dialog, you are using a direct connection 4. Verify that port 43001 is open in the home's router firewall. You can check port 43001's availability as follows: Press Start > Run, and type CMD in the text field. A terminal screen is displayed. Type the following: telnet wersys.com 43001 in the terminal screen. The terminal screen should appear with no errors (see screenshot in Appendix E on page 52) For Windows 7, enable the telnet checkbox, see Appendix F Enable the Telnet Program in Windows 7, on page 54 For GSM systems 5. Verify that the SIM card is inserted correctly and has no data limitations, such as expired, prepaid, etc  SIM Card Placement To access the SIM card, open the back cover of the Control Panel and insert the SIM card, face down, as illustrated above. Refer to the graphic representation, next to the designated SIM location, for further assistance. 6. Call your GSM provider for possible network infrastructure issues

Symptom	Solution
Status LED shows alternating orange and green flashing LEDs (GSM service lost)	Contact your mobile operator and verify the APN information (APN, APN user and password) is correct. Then send the information from the web application (via Setting menu) to the Control Panel's SIM card as follows: From the web application log in screen, click Register > APN Settings Registration. The APN Information screen is displayed.  APN Information Screen After completing the APN Information screen, click Send SMS to Panel. The information is relayed to the Control Panel via SMS and the login screen is displayed
Problem adding new devices to the system	- During the "Add Device" procedure, insert the device battery only after instructed to do so via the web application and after the counter has started  Sample Counter for Adding Device - Icons on the web application display a low battery state for each device as required. Replace the batteries as needed (Alkaline batteries only)

Symptom	Solution
	3. A best practice before the "Add Device" procedure, remove any static electricity from a device battery. Remove static electricity from a device as follows: Motion and Camera Devices: Remove the batteries from the device and shake the device for a few seconds Key Fob: Remove the battery, and then press any button on the Key Fob Siren: Remove the batteries and place the small tongue on the battery cover in the slit at the bottom right of the battery container for a few seconds  Remove Static Electricity from the Siren Alternatively, remove the battery cover and then return it to its original location, over the batter compartment.

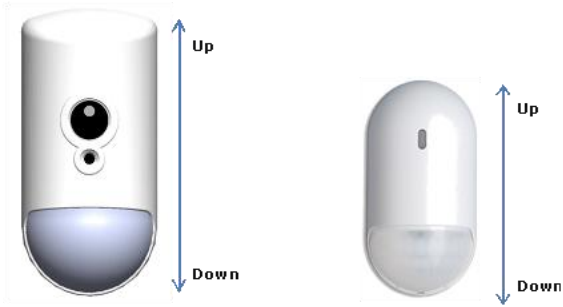
D.2 Magnet Detector (MGL)

Symptom	Symptom
The magnet (detector and LEDs) does not work or is warm	Check the following: 1. Verify the battery is inserted correctly with the "+" and "-" polarity observed 2. Check for any damage to the device that may have occurred during handling (i.e. dropping the device) 3. Verify that the alignment dots on both parts of the detector are aligned to each other during mounting

Symptom	Symptom
	Alignment Dots  Magnet and Detector are Aligned 4. Verify that both parts of the detector have been mounted within 2 cm of each other
When detector is triggered, the Status LED is Off	Check the following: 1. Verify that the battery is inserted correctly with the "+" and "-" polarity observed 2. Verify the magnet part of the detector has not lost its magnetism
The detector status LED is red, but there has been no status change to the magnet detector(i.e. the door or window is closed)	Remove the battery from the magnet detector; wait a few minutes and put it back in the magnet compartment. Separate the two parts of the detector and then putting them back together. (i.e. open and close a door or window)  Magnet Device Diagram

Symptom	Symptom
The magnet detector is not functioning, but the LEDs glow when required	Check the following: 1. An icon on the web application displays a low battery state for the device 2. The connection may have been lost. Check the web application for the relevant icon. If there is a connection lost icon for that device, try the following: Replace battery and verify that the battery is inserted correctly with the "+" and "-" polarity observed Check for RF interference (i.e. stereo speaker, wireless telephone base)

D.3 Indoor Photo Detector (IPD) / Motion Detector (PIR)

Symptom	Symptom
The IPD/PIR does not detect or record images	Check the following: 1. An icon on the web application displays a low battery state for the device 2. Verify that the battery is inserted correctly with the "+" and "-" polarity observed (Alkaline batteries only) 3. Check for any damage to the device that may have occurred during handling (i.e. dropping the device)
There is no detection, though the camera is still functional	Verify that the device is installed upside up  Device Orientation
After replacing the batteries, the red light in the PIR glows periodically	The PIR is in test mode. The mode lasts 10 minutes before the device becomes operational

Symptom	Symptom
After a detection event, the PIR does not detect another event that occurs shortly afterward	The minimum time between detections is 2.5 minutes. Within this interval, no new detections should occur If a new detection does occur with the 2.5 minutes, the timer resets and the 2.5 minutes restarts
The detector does not trigger	Check the following: 1. Verify the detector is mounted at minimum height of 220 cm, and not in front of a window, to avoid reflections and outdoor movements 2. Verify the detector is not facing the sun or other strong light sources 3. After the detector is made operational, there must be no movement in the detection area for 2.5 minutes before being able to trigger 4. Check if the connection between the Control Panel and the detector is lost via the web application. If so, try placing the detector in a new location. (The intent is to resolve any RF interference)
The IPD camera flashes periodically	1. This may not be an issue, an intruder may have been detected 2. Check for any damage to the device that may have occurred during handling (i.e. dropping the device)
Frequent false alarm (triggers)	Examine the mounting location. The device may be in direct sunlight –at least for part of the day. Remount the device where no direct sunlight is present at any time
The images on the video are blurry	Clean the camera lens with a soft cloth

D.4 Siren (ISN)

Symptom	Symptom
The siren does not emit an alarm	Check for the following: 1. An Icon on the web application displays a low battery state for the device, replace the batteries as needed (Alkaline batteries only) 2. An icon on the web application displays a lost connection state for the device. Reestablish a connection as needed 3. The batteries (Alkaline batteries only) are inserted incorrectly with the "+" and "-" polarity observed 4. Check for any damage to the device that may have occurred during handling (i.e. dropping the device)

Symptom	Symptom
	- The siren tamper mechanism has been inadvertently triggered, check if the battery casing is closed correctly - Check, via the web application, for a tamper icon near the device graphic

D.5 Key Fob

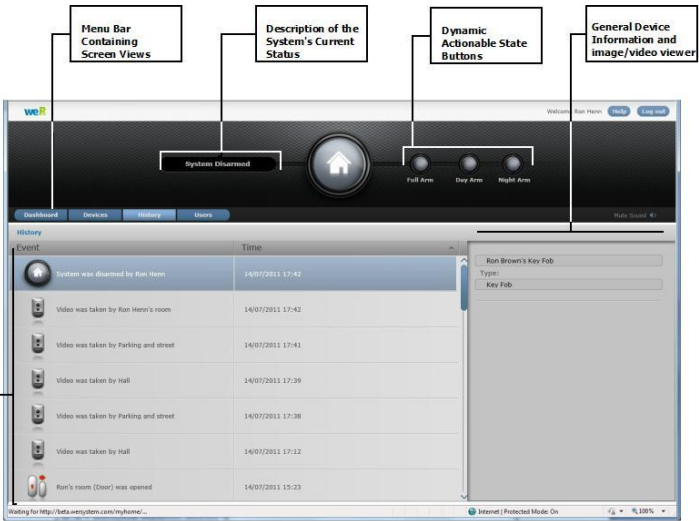
Symptom	Symptom
The Key Fob does not work (no LED indications)	Check for the following: - An event entry on the right side of the web application states a low battery status for the Key Fob device, replace the battery as needed (Lithium battery only) - Verify that the battery is inserted incorrectly ("+" side up) - Check for any damage to the Key Fob
The Status LED flashes after pressing one of the other buttons	This is a normal operation. It indicates to the Key Fob owner that the device battery is low. This battery status can be confirmed at the monitoring station by looking at the low battery event entry on the right side of the web application; replace the battery (Lithium battery only)
All the LEDs are flashing	This may not be an issue, check the history events. If the alarm has been triggered, a break-in is in progress
While pressing SOS the LEDs flash one time	Check if the Key Fob has lost its connection with the Control Panel via the web application. The Key Fob may be out of range or experiencing RF interference
When pressing the Status button, the LED flashes once and the other LEDs do not flash	- The Key Fob may not have been added/learned by the We.R system. Refer to the We.R user manual for information about adding a Key Fob to the system - The Key Fob may be out of range. Move closer to the Control Panel and try again - RF interference may be blocking the signal. Move to a different location (within range) and try again
Arming system fails via Key Fob	Check if one of the system device's tamper mechanisms has been triggered

Symptom	Symptom
The force arm operation fails	4. The Key Fob may be out of range. Move closer to the Control Panel and try again 5. RF interference may be blocking the signal. Move to a different location (within range) and try again 6. Verify that you are following the correct procedure to activate a force arm operation. The procedure is as follows: Press on the Key Fob status button for 3 - 4 seconds or until all of the LEDs are glowing, and then press one of arming buttons

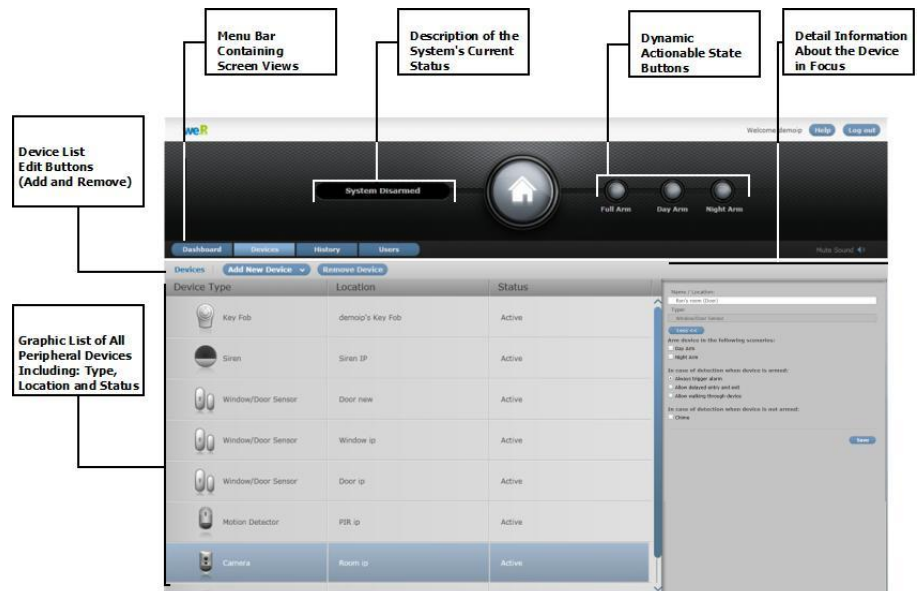
D.6 Web / Smartphone Application

D.6.1 Web application

Symptom	Symptom
The web application does not open	1. Check that your internet connection is working properly 2. Make sure your browser support the web application. The web application is supported by: IE 6 or higher, Firefox 3 or higher, Google Chrome all 3. Verify that you have entered the correct web address. The address is provided by your We.R agent
Receiving "invalid serial number" message, during the first time registration procedure	1. Verify that the status LED on the Control Panel is green. 2. Verify that you have entered the correct serial number, which can be found in the battery compartment of the Control Panel
After accessing the web page for the first time (including the registration process), subsequent attempts to access the web page are unsuccessful	Repeat first time registration process and make sure that you are using the same registered parameters entered the first time (i.e. Control Panel serial number, User, Password, Name, etc...)
All Login attempts fail	Verify that you have entered the correct email address and password as applied during the first time registration procedure If you have forgotten your password, use the Reset Password command on the web application home page
The Panel Offline icon appears in the web application window	1. Verify that the Control Panel is working, and the status LED is green (not blinking) 2. Restart the Control Panel by disconnecting the power adaptor and removing the battery. Then insert the

Symptom	Symptom
	battery in the Control Panel again and re-connect the power adaptor 3. Logout from the We.R web application and log in again
Low Battery icon appears on the We.R web application	1. Check that the battery of the device (where the icon appears) is inserted correctly 2. Press F5 to refresh the We.R web application screen 3. If the issue is with the Control Panel, verify that the battery is fully charged and connected correctly
Device Tamper icon appears on the web application	1. Verify that the device (where the icon appears) is in the correct position, and its casing is not open 2. Press F5 to refresh the We.R web application screen
There is no video from a live camera feed in the dashboard	1. Check that the camera is working correctly (i.e. the notification LED is blinking) 2. Verify that the distance between the camera and the Control Panel is correct, refer to the We.R user manual
There is no email alert for particular event	Verify that the email address which is associated with the user is correct. The address appears in the web application Users tab
Cannot play a saved video form the History list	1. Choose the correct filter mode by clicking Filter on the History screen, and choosing relevant criteria  History Screen 2. Play a video from a different camera. This will determine where the issue is, with the camera or the application If you cannot play any video from any camera, contact your local We.R agent

D.6.2 Smartphone application (iPhone / Android)

Symptom	Symptom
All Log in attempts fail	1. Contact your We.R agent and verify that you have entered the correct email address, password, user code and DNS 2. Log in from the web application to verify that the service is running 3. Verify the login information found in the web application Users tab
The message "Cannot connect to server" appears	1. Exit the application and wait 2 - 3 minutes, then try again 2. Log in to the web application to verify that the service is running
Full Arm / Day Arm / Night Arm, does not work	1. Verify that the Control Panel is online and the status LED is green 2. Verify that none of the system devices has had their Tamper mechanism triggered. If a device has been triggered, you can still force arm the system, which will bypasses the triggered device 3. Verify that the devices are associated to the correct arm mode via the web application Device screen. By default, all devices are set to Full Arm.  Menu Bar Containing Screen Views Description of the System's Current Status Dynamic Actionable State Buttons Detail Information About the Device in Focus Device List Edit Buttons (Add and Remove) Graphic List of All Peripheral Devices Including: Type, Location and Status Device Screen
After an alarm, No push notification was received on the Smartphone	1. Log out of the We.R mobile application and log in again 2. Verify that you entered the correct email, password and user code for the push notification target 3. Verify that push notification is enabled on the Smartphone and for the application

Symptom	Symptom
A previously recorded video clip does not appear in the History list	1. Choose a different video clip to determine if the problem is with the Control Panel or with the service 2. Try to play a video created from a different camera, if a second camera exists. This will determine if the issue is with the camera 3. Verify that you are using the correct History filter

D.7 Best Practice

D.7.1 Icons

The first step to resolving an issue with a We.R device is to determine if the issue is the result of one of the following states:

- Low Battery
- Lost Connection
- Triggered Tamper Mechanism

Identifying the state of a device is easily done via the We.R web application. A small icon will appear in the upper right-hand corner of the device's graphical representation. This icon will provide a quick determination as to the cause of the issue.

Icon	Cause	Solution
 Low Battery	Battery is running out of power Battery is installed incorrectly ("+" and "-" polarity) Battery is not in the device	Re-install the battery Replace the battery
 Lost Connection	RF interference Device is out of range Damage to the device	Mount the device closer to the Control Panel Mount the device away from the cause of the interference, but not out of range of the Control Panel
 Tramper Triggered	Device casing has been opened Device has been removed from its mounting Damage to the device An actual break-in is taking place	Examine the device and either re-mount it, return the casing to its proper position, or call the authorities about a break-in



Note: The Key Fob may not display an icon. To determine the state of a Key Fob, see the Resent Event list in the web application.

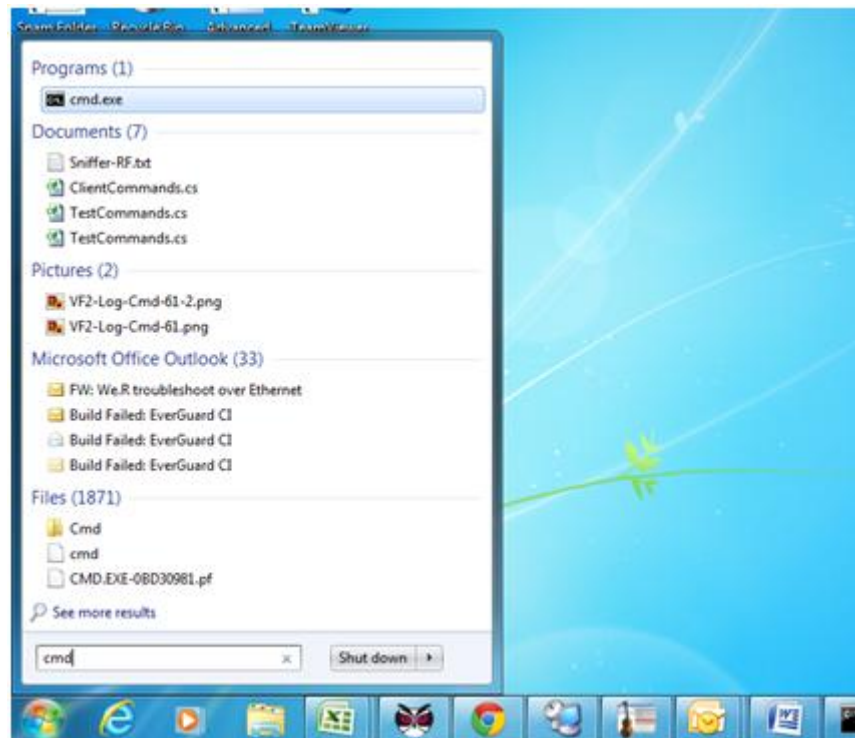
D.7.2 Web application browser visibility

When viewing the We.R web application, the browser resolution should be 100 percent. Anything higher (i.e. 120%) will result in a loss of data visibility. The right side of the page will not be visible and there is no horizontal scrollbar to access it.

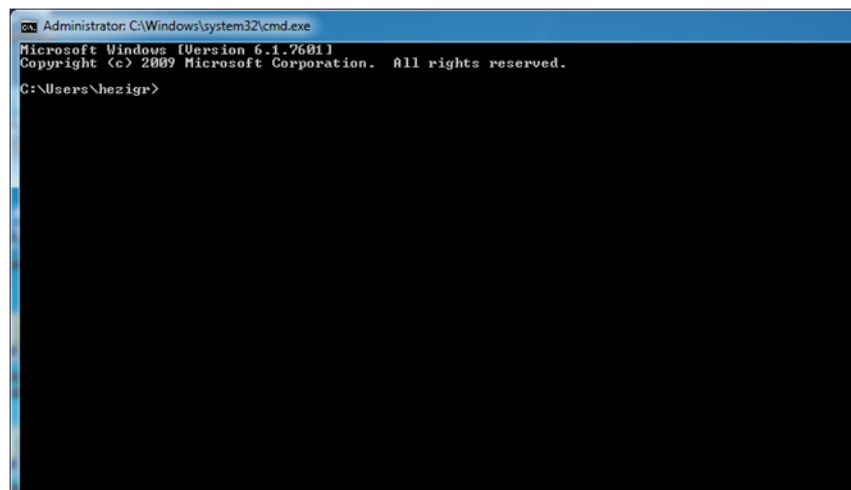
Appendix E Port Checking

➔ To check the availability of port 43001, follow these steps:

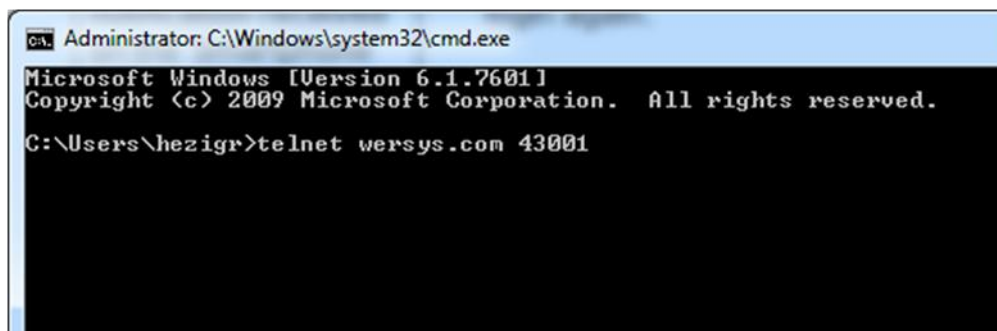
1. Click Start > Run, and type cmd in the text field.



2. Click Enter. The Window terminal screen is displayed.



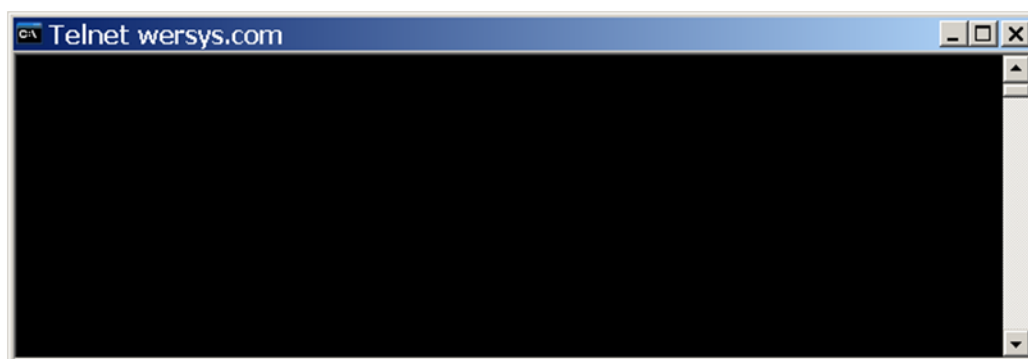
3. Type: "telnet wersys.com 43001"



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\hezigr>telnet wersys.com 43001
```

4. Press Enter. If the port check is successful, a blank screen is displayed.



If the port check is unsuccessful, an error message appears. This means that port 43001 is blocked and needs to be opened on the router. To unblock a port, refer to your home router configuration documentation.



Note: If you are using Windows 7, make sure the Telnet program is enabled, see Appendix F Enable the Telnet Program in Windows 7, on page 54.

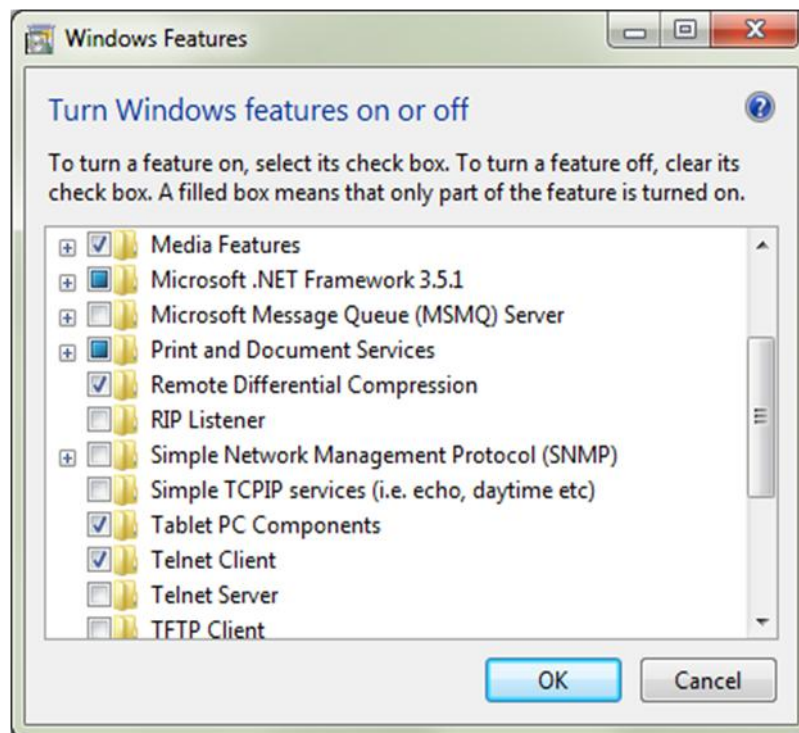
Appendix F Enable the Telnet Program in Windows 7

➡ To turn the Telnet Program on, follow these steps:

1. Click the Start button, and then click Control Panel > Programs. Under Programs and Features, click Turn Windows features on or off. The Windows Features Dialog is displayed.

If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

2. Select the check box next to the Telnet Client feature.



3. Click OK. The program is enabled.

Appendix G Owner Recorded Information

Record Information:	
Control Panel S/N:	
Owner Name:	
Owner Email:	
Password:	
User Code (for mobile phone usage):	
Mobile Phone Number (including country and area codes):	

For More Information

If you should encounter any problems or have any questions, please contact Essence Home and Family support at:

www.essence-grp.com/pages/WeR/Home